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RISOGRAPH
TECHNICAL INFORMATION

TO: Dealer Technical Dept. PAGE: 1/2

FROM: Rick Church, RISO, Inc. Technical Dept. DATE: 2/8/88

SUBJECT: Troubleshooting cutter malfunction ISSUE# T-12

MODEL: 2700

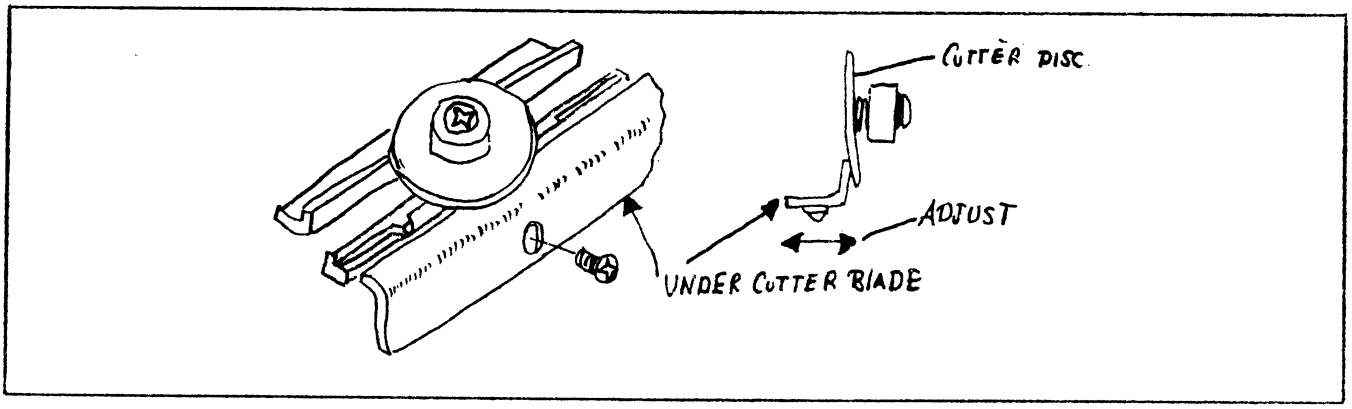
The following can be used as a guide for master cut malfunction troubleshooting.

1. **GUIDE WIRE A SET INCORRECTLY:**

Guide wire A may be bent out of shape, this will cause guide wire to hit or get stuck under master sensor. Read page 3-35 in technical manual for correct setting.

2. **DISC. CUTTER MOVEMENT NOT SMOOTH:**

If there is too much pressure on the disc cutter it may bind or stick. It may be necessary to adjust under cutter blade.

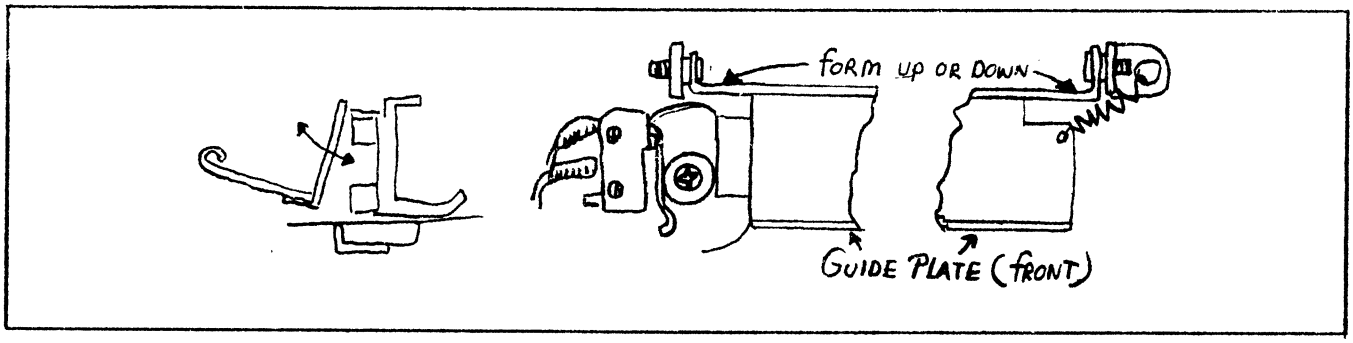


A. Adjust so there is a little pressure on disc.

B. Clean under plate and disc.

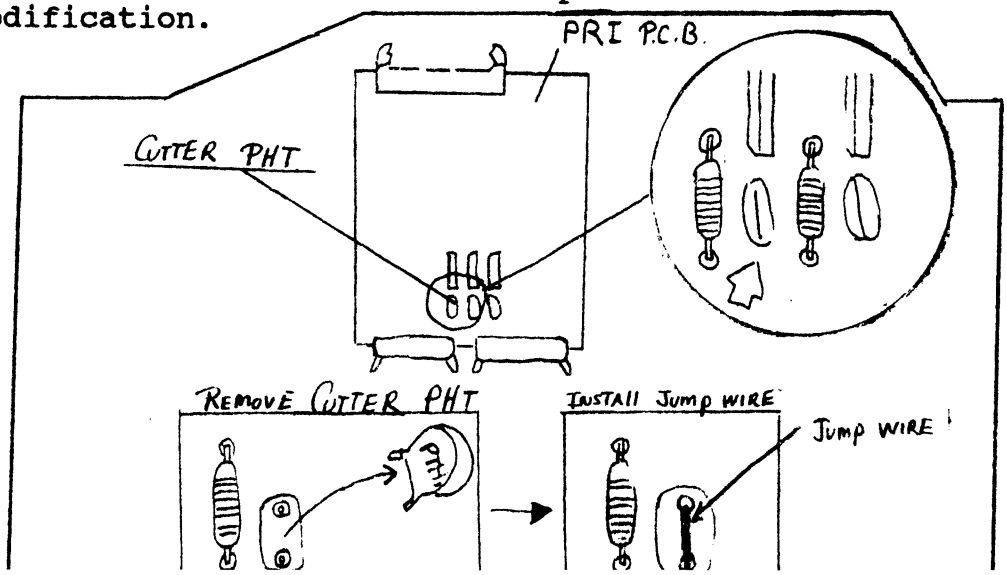
3. **GUIDE PLATE BINDING**:

The guide plate that covers disc cutter has to be able to move freely. It may be necessary to form the guide plate to get the proper movement. If the movement is free and guide plate still jams cutter disc, check the master sensor. The guide on the master may have to be modified to ensure free movement of guide plate (see figure for correct procedure).



4. **PRI DRIVE P.C.B. PROBLEM**:

The cutter drive circuit is protected by the cutter PTH (heat type resistor) on the PRI P.C.B. (see figure). However; in some cases if the cutter is used repeatedly for short runs (example 15 originals at 5 copies) the cutter motor may get slower in operation or stop due to heat. This can be corrected by removing the cutter PTH from the PRI P.C.B. and place a jumper wire in the place of PTH. This will insure a steady action of cutter disc. **PLEASE NOTE**: PTH should not be changed unless the described problem occurs. Under normal operation PTH will not require modification.



5. **CUTTER DIRTY:**

The cutter disc or the cutter guide plate may be dirty. To correct, clean cutter guide disc and disc slot with alcohol, then put a little light oil or grease on the guide plate disc slot. (Do not put oil on disc itself).

6. **CUTTER MOTOR NOT WORKING:**

(Reference page A3 in technical manual)

A. To check the motor, check for 24 volts at connector 6 (Pin 13 & 14) on the PRI P.C.B. If voltage is not obtainable, check connector 4 (pin 9 & 10) on the power supply unit for 24 volts. If you still have no voltage check connectors 6 & 7 on the PRI P.C.B. to make sure there is a good connection, also check fuse located at bottom right on external fuse panel (front).

B. Checking the cutter position switch = connect meter to connector 5 (pin 36 & 37) on the PRI P.C.B. manually operate both position switches and check to insure they are switching on and off. If incorrect replace switch (s).

C. Checking cutter switch = connect meter to connector 5 (pin 44 & 45) on the PRI P.C.B., push center switch to check on - off. If switch is not working check connector 1 on the PRI P.C.B. and connector 1 on the operation panel to make sure there is a good connection, (if connection is ok replace the switch).